GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3279
ANSWERED ON:13.03.2003
SUPPLY OF POOR QUALITY OF FOOD ON STATIONS AROUND NAGPUR
SUBODH MOHITE

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has received complaints of supplying poor quality of food on the stations of South Eastern Railway and Central Railway Station around Nagpur;

(b) if so, the details thereof and the reaction of Government thereto;

(c) whether the Railways would take cognizance of this and improve the food quality at railway stations; and

(d) if not, the reasons therefor ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) to (d) : The number of complaints, as compared to the magnitude of traffic handled, are negligible. About 29 complaints were received during 2002. Accordingly, action on departmental staff and licencees have been taken. Railways have taken several steps to improve quality of food which include use of casseroles, bain- marries, automatic vending machines, disposable paper cups and opening of food plazas etc.